

Language Plans and Policies

Aerlande Wontamo
Resettlement Manager
wontamoa@lssnca.org



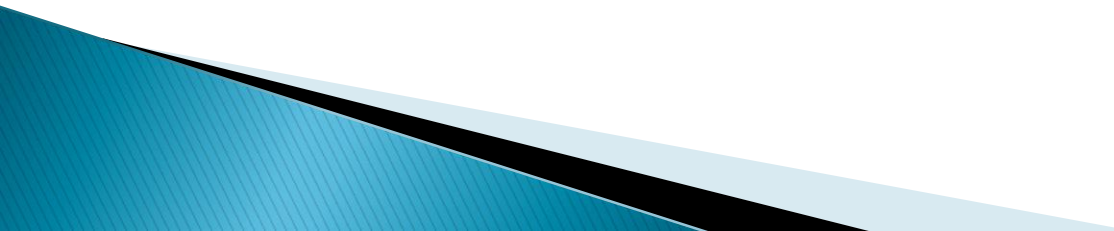
Lutheran Social Services of the National Capital Area

- ▶ Refugee and Immigrant Services
 - 3 offices
 - Falls Church, VA
 - Silver Spring, MD
 - Baltimore, MD)
 - Refugee Resettlement, Employment Services and Recertification Service

Language Plans and Policies

- ▶ LSS/NCA resettled 337 people in FY 12
- ▶ Major languages: Arabic, Farsi, Dari, Tigrinya, Amharic, Burmese, Chin-dialects and Nepali

Addressing language needs

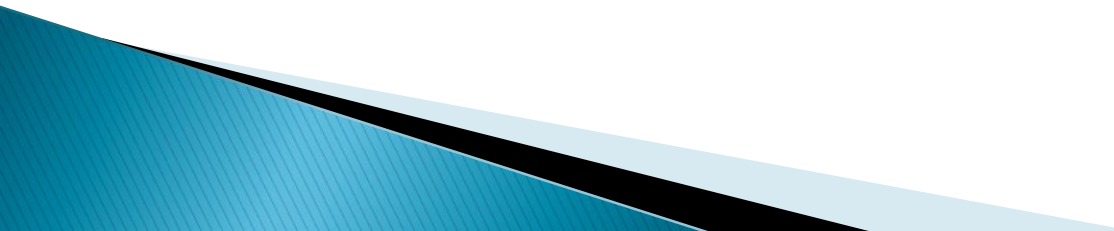
- ▶ Diverse Staff
 - ▶ Pool of volunteers
 - ▶ Previous clients and family members
 - ▶ Trained community interpreters (MD)
 - First 20hrs free
 - A low cost
 - ▶ Telephonic interpreters
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Other models

Some resettlement sites have been creative in addressing language needs:

- Run interpreter service programs
 - Hire from their community
- Local health facilities engaged (such as in St. Louis, MO Barnes–Jewish Hospital recognizes the need for interpretations for the refugee population resettling in the area that access their services.
- Run volunteer based interpreter programs
- Train refugees as certified interpreters

Challenges

- ▶ Staffing for current populations
 - Refugee populations are constantly shifting
 - ▶ Lack of language services in the community
 - ▶ Translated materials – may not be language needed by our clients
 - ▶ In-person vs. telephonic
 - Confidentiality
 - Cost
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Questions?

